CHRIS ZUKOWSKI

USER EXPERIENCE DESIGNER

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HIGHLIGHTS

USER CENTERED

10-year background making products more usable.

A DESIGNER WHO CODES

Computer science degree with experience in web and mobile. I can talk to coders and craft functioning prototypes.

DELIGHT

Shipped mobile games with a strong aesthetic sensibility.
I know how to produce useful and fun products that users love.

EXPERIENCE

LEAD UX DESIGNER - IBM | OCT 2012 - PRESENT

Responsible for overseeing the end-to-end experience that IT administrators have with IBM's enterprise-grade storage software.

Collaborate with software architects, product managers, and developers using Design Thinking to reach consensus and deliver products that are incredibly high-tech yet easy for our customers to use.

Develop wireframes and Axure prototypes that are referevnced by front-end developers and testers to implement the GUI.

Facilitate user research projects such as task analysis, card sorts, usability tests and surveys.

Work with graphic designers to ensure the GUI is appealing while still being accessible, on-brand, and intuitive.

FOUNDER - RTAM LLC | JUN 2012 - PRESENT

Created a company to develop and publish mobile apps to the Apple ecosystem.

Designe and code the applications using Objective-C and the Game Maker IDE.

Run marketing campaigns using the latest techniques in targeted social media, SEO, ASO, and email marketing.

Hired part-time subcontractors to develop animations and graphics.

Shipped 3 games over 3 years while still employed full time.

Received rave reviews from popular blogs such as Cultofmac.com and AppSpy.com

TOOLS

Illustrator

Photoshop

Axure

Jira

Web stack: JavaScript, HTML, CSS

C#

Objective C

Java

Source control: Git, Mercurial, SVN

EXPERIENCE

GUI PROGRAMMER - IBM | JAN 2011 - OCT 2012

Coded GUI panels and dialogs for IBM's storage servers using HTML, CSS, and Javascript.

Created ready-made templates to ensure consistency and faster development time for the whole team.

Developed calls to the back-end server using Java.

Ran accessibility tests to ensure that GUIs worked for users who have color blindness or use screen readers.

INFO DEVELOPER - IBM | AUG 2003 - OCT 2010

Lead a team of writers to develop hardware installation guides.

Spearheaded a user testing program where we paired writers with our customers to verify the usability of our documents in the field.

Partnered with GUI designers to embed documentation within the GUI so help was progressively disclosed to the users.

EDUCATION

IBM DESIGN THINKING | SEP 2014

Week-long training on facilitating IBM's Design Thinking methodology.

HUMAN-COMPUTER INTERACTION | FALL 2013

Semester-long online course offered through San Diego State Univ.

BS COMPUTER SCIENCE | FALL 1998 - SPRING 2003

University of Arizona

MINOR IN ART HISTORY | FALL 1998 - SPRING 2003

University of Arizona

CONFERENCES

METHOD + MADNESS | OCT 2014 & OCT 2015

Phoenix conference featuring design leaders and creators.

GAMES USER RESEARCH SUMMIT | MAR 2015

Seminar about playtesting and understanding players.

EDWARD TUFTE | JAN 2011

Seminar about presenting data and information visually.

PATENTS

EFFICIENT MODIFICATION OF AUTHORIZATION SETTINGS
US 20150302189 A1 | MAR 2014
Provided a quick way to intuitively set permissions for GUI admins.

TAPE BACKUP AND RESTORE
US 9087014 B1 | JUL 2014
A new architecture for a tape-based storage system using disk-based storage.